

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant	: Kumar et al.	Art Unit	: 2171
Serial No.	: 10/723,742	Examiner	: Gregory J. Vaughn
Filed	: November 26, 2003	Conf. No.	: 9947
Title	: COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER USER INTERFACE		

MAIL STOP AF

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT IN REPLY TO ACTION OF DECEMBER 27, 2006, AND SUMMARY OF
EXAMINER INTERVIEW

Please amend the above-identified application as follows: